

# Dennis Castro

Frontend Developer & Self-taught UX/UI Designer

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## EXPERIENCE

Sep 2023 - Present

Apple | Austin, Tx

Frontend Developer / Content Publisher

- Collaborated with the design team to create visually appealing and user-friendly web pages by utilizing HTML, CSS, and JavaScript to build and maintain the website's front-end functionality resulting in efficient data retrieval and a smooth overall user journey.
- Content publishing process lacks efficiency and consistency, leading to delays and suboptimal content delivery so by collaborating with cross-functional teams, including writers, editors, and Managers resulted in enhanced brand credibility and user trust through consistent and professional content presentation.

Sep 2022 - Sep 2023

Apple | Austin, Tx

Mac Technical Support Specialist

- As the first point of contact for clients, faced challenges in providing consistent and effective customer care, troubleshooting, and technical support but by developing expertise in handling and analyzing client data, text-heavy articles, and internal tools to autonomously resolve client cases I have demonstrated proficiency in independently resolving client issues.
- Proficient in handling software issues with iOS, Apple TV, WatchOS, MacOS, HomePod and etc.

## EDUCATION

- University of Texas at San Antonio - B.S (2018 - 2022)
- Nucamp - Web Development (2023)
- Google UX Design - Coursera (2023)
- Meta Front-End Developer - Coursera (2023)

## EXPERTISE

- HTML
- CSS
- Javascript
- Figma
- Numbers
- Pages